

# DJJ Authorized Account Requesters Manual



Authorized Account Requesters are the **ONLY** individuals approved to submit account requests to the DJJ Account Facilitator for NEW/MODIFY/DELETE account requests.

Please note that Authorized Account Requesters are not responsible for approving the user's access levels. Division Directors, Managers, or Direct Supervisors must approve the user's access prior to the Authorized Account Requester submitting the access forms.

Account requests can be for BADGE, COV network, E-mail, and/or VITA TSO access for DOA (Department of Accounts) application access (CARS, CIPPS, PIMS, etc).

All forms can be found on the S: drive under "[Network Account Forms](#)."

If another individual needs to be added to the list of Authorized Account Requesters, please have your unit Director send the name and location of the individual to the DJJ Account Facilitator and/or ISO email address for approval.

**All requests need to be submitted 5 business days prior to the effective date.**

#### **NEW ACCOUNTS:**

1. The signed "*VOL I-1.3-2 Information Security Agreement Form*" and "*VOL I-1.3-7 Information Resource Acceptable Use*" forms must be submitted to the Account Facilitator for all NEW accounts before the access request forms can be processed.
2. For COV Network Accounts, the Authorized Account Requester must submit a new account request through the VITA website (<https://accountrequest.vita.virginia.gov>). The Account Facilitator's email address ([Account.Facilitator@djv.virginia.gov](mailto:Account.Facilitator@djv.virginia.gov)) **MUST** be added at the end of the form where it says *Agency Authorized Account Request Approver Information* as the "*Agency Approver's Email 1:*" to ensure the form is sent directly to the Account Facilitator for timely processing.  
Please fill out the form completely (for detailed information on how to do it see the "VOL. I-1.3.1 Computer Account Access Appendix A 08042017" located at [S:\DJJ Authorized Account Requesters](#)).
  - a. If there are any questions, please contact the Account Facilitator at [Account.Facilitator@djv.virginia.gov](mailto:Account.Facilitator@djv.virginia.gov).
  - b. In order to ensure the account is properly created, it is often easier to provide an account model. The account model is someone who already has the desired access and VITA can model the new account after them.
  - c. COV requests can be for single or multiple users.
  - d. If the user is a transfer within the agency, please submit a request to modify their access (see: **MODIFY ACCOUNTS**) instead of creating a new account. This must be done by the current supervisor/authorized account requester. The old unit does not have to submit any requests for the user.
3. For BADGE accounts, the Authorized Account Requester must submit the "*VOL\_I-13-1\_DJJ\_IT\_Access\_Request\_Form*" form and send it directly to the Account Facilitator. Please fill out the form completely with the requested access.

- a. If there are any questions, please contact the BADGE team at [DJJ-BADGE-Issues@djj.virginia.gov](mailto:DJJ-BADGE-Issues@djj.virginia.gov)
  - b. BADGE requests are only for a single user. If the Authorized Account Requester has multiple requests, they must submit a form for each user.
4. For VITA TSO access, the Authorized Account Requester must submit the “VOL\_I-13-1\_DJJ\_IT\_Access\_Request\_Form” and send it directly to the Account Facilitator. Fill out the form completely and indicate which DOA application is needed.

## **MODIFY ACCOUNTS:**

1. For COV Network Accounts, the Authorized Account Requester must submit an account request through the VITA website (<https://accountrequest.vita.virginia.gov>). The Account Facilitator’s email address ([Account.Facilitator@djj.virginia.gov](mailto:Account.Facilitator@djj.virginia.gov)) MUST be added at the end of the form where it says *Agency Authorized Account Request Approver Information* as the “Agency Approver’s Email 1:” to ensure the form is sent directly to the Account Facilitator for timely processing. Please fill out the form completely.
  - a. If there are any questions, please contact the Account Facilitator.
  - b. A modify request is to add or modify access to an existing user’s account.
  - c. COV requests can be for either single or multiple users.
  - d. If the user is a transfer within the agency, please submit a request to **MODIFY** their account. This is to be done by the user’s new unit.
2. For BADGE accounts, please submit the “VOL\_I-13-1\_DJJ\_IT\_Access\_Request\_Form” form and send it directly to the Account Facilitator. Please fill out the form completely with the requested access.
  - a. If there are any questions, please contact the BADGE team at [DJJ-BADGE-Issues@djj.virginia.gov](mailto:DJJ-BADGE-Issues@djj.virginia.gov)
  - b. BADGE requests are only for a single user. If the Authorized Account Requester has multiple requests, they must submit a form for each user.

## **DISABLE/DELETE ACCOUNTS:**

1. For COV Network Accounts, the Authorized Account Requester must submit an account request through the VITA website (<https://esupport.virginia.gov/accountrequest/>). The Account Facilitator’s email address ([Account.Facilitator@djj.virginia.gov](mailto:Account.Facilitator@djj.virginia.gov)) MUST be added at the end of the form where it says *Agency Authorized Account Request Approver Information* as the “Agency Approver’s Email 1:” to ensure the form is sent directly to the Account Facilitator for timely processing. Please fill out the form completely.
  - a. **Please note:** There is a difference between **DISABLING** and **DELETING** an account. **DISABLING** an account is for a user who is planning to return to the agency after medical or extended leave. The account can be re-enabled at any time. **DELETING** an account is to remove it from the COV network if the user leaves the agency and the account cannot be re-established back.

- b. If there are any questions, please contact the Account Facilitator at [Account.Facilitator@djj.virginia.gov](mailto:Account.Facilitator@djj.virginia.gov).
  - c. **Please note:** If a user is transferring within the agency, the Authorized Account Requester does **NOT** need to disable/delete their account. It is up to the new unit to **MODIFY** (see: *MODIFY ACCOUNTS*) their account. The old unit does not have to submit anything.
2. For BADGE or VITA TSO accounts, please submit the “VOL\_I-13-1\_DJJ\_IT\_Access\_Request\_Form” form and send it directly to the Account Facilitator. Please fill out the form completely with the requested access.
  - a. If there are any questions, please contact the BADGE team at [DJJ-BADGE-Issues@djj.virginia.gov](mailto:DJJ-BADGE-Issues@djj.virginia.gov).
  - b. BADGE requests are only for a single user. If the Authorized Account Requester has multiple requests, they must submit a form for each user.

#### **RE-ENABLE ACCOUNTS:**

1. To re-enable a COV account that has been disabled, the Authorized Account Requester must submit the request to the Account Facilitator by providing the User’s Full Name.
2. If the account to be re-enabled is a Contractor account, the request to re-enable must also contain the expiration date for the Contractor account.

#### **FOLDER/SHARE ACCESS REQUEST**

1. To request access to a Network Shared folder or Network Drive, the Authorized Account Requester must complete the VITA online Folder/Share Access Request form located at <https://accountrequest.vita.virginia.gov/FolderShare.aspx> .  
The Account Facilitator’s email address ([Account.Facilitator@djj.virginia.gov](mailto:Account.Facilitator@djj.virginia.gov)) **MUST** be added at end of the form where it says *Agency Authorized Account Request Approver Information* as the “Agency Approver’s Email 1:” to ensure the form is sent directly to the Account Facilitator for timely processing.  
Please fill out the form completely.

If there are any questions, please contact the Account Facilitator at [Account.Facilitator@djj.virginia.gov](mailto:Account.Facilitator@djj.virginia.gov).

#### **CRES EMAIL ENCRYPTION SERVICE:**

1. In order to assign the email encryption service to a user, the Authorized Account Requester must submit the following information to the Account Facilitator:  
  
Full Name:  
Email Address:  
Computer NG Tag#:  
Location:  
Cost Code: (this is needed to indicate how the monthly fee is going to be charged)

## RSA SECURED VPN HARD TOKEN:

The RSA Secured Hard Token must be ordered first from eVA, following your unit procurement process. When ordering the hard token make sure to select the one provided by VITA.

Once the hard token has been received.

1. In order to assign a new hard token to a user, the Authorized Account Requester must submit the following information to the Account Facilitator:

User - First Name	User - Last Name	Token #	Expiration Date

2. In order to re-assign or transfer an existing hard token, the Authorized Account Requester must complete the VITA online VPN Token Reassignment request form located at <https://accountrequest.vita.virginia.gov/VPNTokenReassignment.aspx> . The Account Facilitator's email address ([Account.Facilitator@djj.virginia.gov](mailto:Account.Facilitator@djj.virginia.gov)) MUST be added at end of the form where it says *Agency Authorized Account Request Approver Information* as the "Agency Approver's Email 1:" to ensure the form is sent directly to the Account Facilitator for timely processing. Please fill out the form completely.

## VPN SOFT TOKEN:

Soft tokens are assigned to a user who has a computer assigned only to them and it is not shared with other users.

1. In order to assign a soft token to a user, the Authorized Account Requester must submit the following information to the Account Facilitator:

User - First Name	User - Last Name	Computer NG Tag Number	Email Address

## VPN MOBILE RSA TOKEN

This type of VPN token can only be requested to replace an expired ***RSA Secured VPN Hard Token*** and the user **must** have a DJJ cell phone (iPhone or Android).

In order to request the mobile RSA token, the Authorized Account Requester must submit the following information to the Account Facilitator.

User - First Name	User - Last Name	Computer NG Tag Number	User Email Address	User DJJ Cell Phone Number	Cell Phone Type (iPhone or Android)

## SOFTWARE INSTALLATION:

In order to have software installed on a user's computer, the Authorized Account Requester must submit the "**Software Installation Request Form**" to the Information Security Officer ([iso@djj.virginia.gov](mailto:iso@djj.virginia.gov)).

Please fill out the form completely and make sure to provide the software license number. The "Software Installation Request Form" can be found at [S:\Network Account Forms](#).

## OUTLOOK DISTRIBUTION LIST OR SHARED MAILBOX REQUEST

All requests for new outlook distribution list or shared mailbox must be sent to the [Account.Facilitator@djj.virginia.gov](mailto:Account.Facilitator@djj.virginia.gov).

- To request a new Outlook Distribution List, the Authorized Account Requester must complete the VITA online Distribution List (DL) Request form located at <https://accountrequest.vita.virginia.gov/DistributionList.aspx>.  
The Account Facilitator's email address ([Account.Facilitator@djj.virginia.gov](mailto:Account.Facilitator@djj.virginia.gov)) MUST be added at end of the form where it says **Agency Authorized Account Request Approver Information** as the "Agency Approver's Email 1:" to ensure the form is sent directly to the Account Facilitator for timely processing.
- or provide the following information to the Account Facilitator via email:

Distribution List Name:	
Distribution List Email Address:	
Distribution List Description:	
Distribution List Members:	

- To request a new Outlook Shared Mailbox, the Authorized Account Requester must complete the VITA online Group/Shared Mailbox Request form located at <https://accountrequest.vita.virginia.gov/GroupSharedMailbox.aspx>. The Account Facilitator's email address ([Account.Facilitator@djj.virginia.gov](mailto:Account.Facilitator@djj.virginia.gov)) MUST be added at end of the form where it says **Agency Authorized Account Request Approver Information** as the "Agency Approver's Email 1:" to ensure the form is sent directly to the Account Facilitator for timely processing.
- or provide the following information to the Account Facilitator via email:

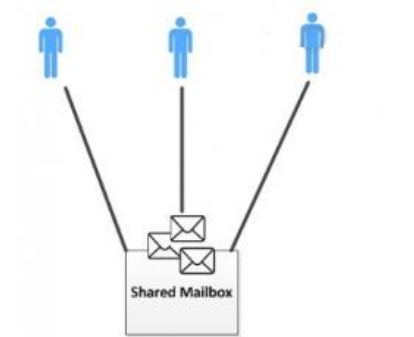
Shared Mailbox Name:	
Shared Mailbox Email Address:	
Members with access to the Shared Mailbox:	

## Distribution List vs. Shared Mailbox

### *Shared Mailbox*

Emails stay in a dedicated mailbox. Each user with access to the mailbox must add the shared mailbox to their Outlook account as a separate secondary mailbox.

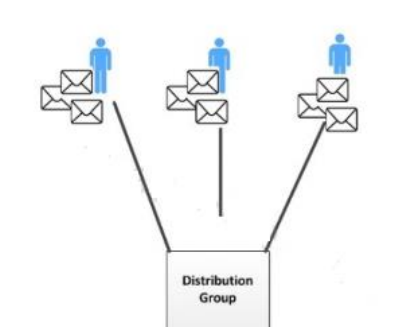
User emails and shared mailbox emails exist in their own separate mailboxes and do not combine.



When the mailbox is deleted all current and past emails in the shared mailbox are erased unless they are exported first to a PST file.

### *Distribution List*

Emails are received and copied to each member of the Distribution List (Distribution Group). The emails are received into the user's mailbox as a normal email. No separation or group or user's emails.



When the Distribution List is deleted, distribution of emails stops, but all past emails are maintained in each user's mailbox (unless the user has erased them).